Government of Pakistan

National Vocational and Technical Training Commission

Prime Minister Youth Skills Development Program

"Skills for All"

Course Contents / Lesson Plan
Course Title: Microsoft Power BI Data Analyst

Duration: 1 Month (4 Weeks)

Revised Edition

Trainer Name	
Author Name	**Muzammil Hasan (Manager Research KICS UET Lahore)**
Course Title	**Microsoft Power BI Data Analyst**
Objectives and Expectations	**Employable skills and hands-on practice in Microsoft Power BI Data Analyst** This is a special course designed to address unemployment in the youth. The course aims to achieve the above objective through hands on practical training delivery by a team of dedicated professionals having rich market/work experience. This course is therefore not just for developing a theoretical understanding/back ground of the trainees. Contrary to that, it is primarily aimed at equipping the trainees to perform commercially in a market space in independent capacity or as a member of a team. The course therefore is designed to impart not only technical skills but also soft skills (i.e. interpersonal/communication skills; personal grooming of the trainees etc.) as well as entrepreneurial skills (i.e. marketing skills; freelancing etc.). The course also seeks to inculcate work ethics to foster better citizenship in general and improve the image of Pakistani work force in particular. **Main Expectations:** In short, the course under reference should be delivered by professional instructors in such a robust hands-on manner that the trainees are comfortably able to employ their skills for earning money (through wage/self-employment) at its conclusion. This course thus clearly goes beyond the domain of the traditional training practices in vogue and underscores an expectation that a market-centric approach will be adopted as the main driving force while delivering it. The instructors should therefore be experienced enough to be able to identify the training needs for the possible market roles available out there. Moreover, they should also know the strengths and weaknesses of each trainee to prepare them for such market roles during/after the training. **i.** Objectives for employable skills in Microsoft Power BI Data Analyst include proficiency in data visualization, transformation, and modeling, along with advanced analytics using DAX. The focus is on data integration, report optimization, and the implementation of governance and security measures. Hands-on practice expectations involve engaging in real-world projects, data exploration exercises, and collaborative work to develop end-to-end dashboards. The emphasis is on problem-solving through client-based scenarios, iterative feedback, documentation skills, efficient time management, and a commitment to continuous learning to remain a versatile

and adaptable data analyst in the dynamic field of business intelligence.

ii. Specially designed practical tasks to be performed by the trainees have been included in the Annexure-I to this document. The record of all tasks performed individually or in groups must be preserved by the management of the training Institute clearly labeling name, trade, session, etc. so that these are ready to be physically inspected/verified through monitoring visits from time to time. The weekly distribution of tasks has also been indicated in the weekly lesson plan given in this document.

iii. A module on Work Place Ethics has also been included to highlight the importance of good and positive behavior in the workplace in the line with the best practices elsewhere in the world. An outline of such qualities has been given in the Appendix to this document. Its importance should be conveyed in a format that is attractive and interesting for the trainees such as through PPT slides +short video documentaries. Needless to say that if the training provider puts his heart and soul into these otherwise non-technical components, the image of the Pakistani workforce would undergo a positive transformation in the local as well as international job markets.

To maintain interest and motivation of the trainees throughout the course, modern techniques such as:

- Motivational Lectures
- Success Stories
- Case Studies

These techniques would be employed as an additional training tool wherever possible (these are explained in the subsequent section on Training Methodology).

Lastly, evaluation of the competencies acquired by the trainees will be done objectively at various stages of the training and a proper record of the same will be maintained. Suffice to say that for such evaluations, practical tasks would be designed by the training providers to gauge the problem-solving abilities of the trainees.

(i) Motivational Lectures

The proposed methodology for the training under reference employs motivation as a tool. Hence besides the purely technical content, a trainer is required to include elements of motivation in his/her lecture. To inspire the trainees to utilize the training opportunity to the full and strive towards professional excellence. Motivational lectures may also include general topics such as the importance of moral values and civic role & responsibilities as a Pakistani. A motivational lecture should be delivered with enough zeal to produce a deep impact on the trainees. It may comprise of the following:

- Clear Purpose to convey the message to trainees effectively.
- Personal Story to quote as an example to follow.
- Trainees Fit so that the situation is actionable by trainees and not represent a just idealism.

- Ending Points to persuade the trainees on changing themselves.

A good motivational lecture should help drive creativity, curiosity, and spark the desire needed for trainees to want to learn more.
The impact of a successful motivational strategy is amongst others commonly visible in increased class participation ratios. It increases the trainees' willingness to be engaged on the practical tasks for a longer time without boredom and loss of interest because they can see in their mind's eye where their hard work would take them in short (1-3 years); medium (3 -10 years) and long term (more than 10 years).

As this tool is expected that the training providers would make arrangements for regular well planned motivational lectures as part of a coordinated strategy interspersed throughout the training period as suggested in the weekly lesson plans in this document.
Course-related motivational lectures online link is available in **Annexure-II**.

(ii) Success Stories

Another effective way of motivating the trainees is using Success Stories. Its inclusion in the weekly lesson plan at regular intervals has been recommended till the end of the training.
A success story may be disseminated orally, through a presentation, or using a video/documentary of someone that has risen to fortune, acclaim, or brilliant achievement. A success story shows how a person achieved his goal through hard work, dedication, and devotion. An inspiring success story contains compelling and significant facts articulated clearly and easily comprehendible words. Moreover, it is helpful if it is assumed that the reader/listener knows nothing of what is being revealed. The optimum impact is created when the story is revealed in the form of:-

- Directly in person (At least 2-3 cases must be arranged by the training institute)
- Through an audio/ videotaped message (2-3 high-quality videos must be arranged by the training institute)

It is expected that the training provider would collect relevant high-quality success stories for inclusion in the training as suggested in the weekly lesson plan given in this document.
The suggestive structure and sequence of a sample success story and its various shapes can be seen in **Annexure III**.

(iii) Case Studies

Where a situation allows, case studies can also be presented to the trainees to widen their understanding of the real-life specific problem/situation and to explore the solutions.
In simple terms, the case study method of teaching uses a real-life case example/a typical case to demonstrate a phenomenon in action and explain theoretical as well as practical aspects of the knowledge related to the same. It is an effective way to help the trainees comprehend in depth both the theoretical and practical aspects of the complex phenomenon in depth with ease. Case

	teaching can also stimulate the trainees to participate in discussions and thereby boost their confidence. It also makes the classroom atmosphere interesting thus maintaining the trainee interest in training till the end of the course. Depending on suitability to the trade, the weekly lesson plan in this document may suggest case studies be presented to the trainees. The trainer may adopt a PowerPoint presentation or video format for such case studies whichever is deemed suitable but only those cases must be selected that are relevant and of a learning value. The Trainees should be required and supervised to carefully analyze the cases. For this purpose, they must be encouraged to inquire and collect specific information/data, actively participate in the discussions, and intended solutions to the problem/situation. Case studies can be implemented in the following ways: - i. A good quality trade-specific documentary (At least 2-3 documentaries must be arranged by the training institute) ii. Health &Safety case studies (2 cases regarding safety and industrial accidents must be arranged by the training institute) iii. Field visits(At least one visit to a trade-specific major industry/ site must be arranged by the training institute)
Entry-level of trainees	For an advanced course of MS Power BI proposed entry level is minimum on going bachelors level with at-least 6th Semester (in relevant subject), so expectations from the trainees are: • Fundamentals of Excel. • Excel Graphs / Charts. • Basics Statistics Concepts. • Basic Programming. • Basics of Database and Quries.
Learning Outcomes of the course	Upon completion of the Microsoft Power BI Data Analyst course, participants can expect to achieve the following learning outcomes: **Study guide is taken from Exam PL-300: Microsoft Power BI Data Analyst | Microsoft Learn** **Skills at a glance** • Prepare the data (25–30%) • Model the data (25–30%) • Visualize and analyze the data (25–30%) • Deploy and maintain assets (15–20%) **Prepare the data (25–30%)** **Get data from data sources** • Identify and connect to a data source • Change data source settings, including credentials, privacy levels, and data source locations • Select a shared dataset, or create a local dataset • Choose between DirectQuery, Import, and Dual mode • Change the value in a parameter **Transform and load the data** • Select appropriate column data types

	• Create and transform columns • Transform a query • Design a star schema that contains facts and dimensions • Identify when to use reference or duplicate queries and the resulting impact • Merge and append queries • Identify and create appropriate keys for relationships • Configure data loading for queries **Clean the data** • Evaluate data, including data statistics and column properties • Resolve inconsistencies, unexpected or null values, and data quality issues • Resolve data import errors **Model the data (25–30%)** **Design and implement a data model** • Configure table and column properties • Implement role-playing dimensions • Define a relationship's cardinality and cross-filter direction • Create a common date table • Implement row-level security roles **Create model calculations by using DAX** • Create single aggregation measures • Use CALCULATE to manipulate filters • Implement time intelligence measures • Identify implicit measures and replace with explicit measures • Use basic statistical functions • Create semi-additive measures • Create a measure by using quick measures • Create calculated tables **Optimize model performance** • Improve performance by identifying and removing unnecessary rows and columns • Identify poorly performing measures, relationships, and visuals by using Performance Analyzer • Improve performance by choosing optimal data types • Improve performance by summarizing data **Visualize and analyze the data (25–30%)** **Create reports** • Identify and implement appropriate visualizations • Format and configure visualizations • Use a custom visual • Apply and customize a theme • Configure conditional formatting • Apply slicing and filtering • Configure the report page • Use the Analyze in Excel feature • Choose when to use a paginated report **Enhance reports for usability and storytelling** • Configure bookmarks • Create custom tooltips • Edit and configure interactions between visuals • Configure navigation for a report

	• Apply sorting • Configure sync slicers • Group and layer visuals by using the Selection pane • Drill down into data using interactive visuals • Configure export of report content, and perform an export • Design reports for mobile devices **Identify patterns and trends** • Use the Analyze feature in Power BI • Use grouping, binning, and clustering • Incorporate the Q&A feature in a report • Use AI visuals • Use reference lines, error bars, and forecasting • Detect outliers and anomalies • Create and share scorecards and metrics **Deploy and maintain assets (15–20%)** **Create and manage workspaces and assets** • Create and configure a workspace • Assign workspace roles • Configure and update a workspace app • Publish, import, or update assets in a workspace • Create dashboards • Choose a distribution method • Apply sensitivity labels to workspace content • Configure subscriptions and data alerts • Promote or certify Power BI content • Manage global options for files **Manage datasets** • Identify when a gateway is required • Configure a dataset scheduled refresh • Configure row-level security group membership • Provide access to datasets
Course Execution Plan	The total duration of the course: **1 month (4 Weeks)** Class hours: **4 hours per day** Theory: **20%** Practical: **80%** Weekly hours: **20 hours per week** Total contact hours: **80 hours**
Companies offering jobs in the respective trade	Microsoft: Being the developer of Power BI, Microsoft itself often hires professionals with Power BI skills for various roles in data analysis, business intelligence, and related areas. Amazon: As a major player in e-commerce and cloud services, Amazon frequently hires data analysts and business intelligence professionals with expertise in Power BI. IBM: IBM is known for offering solutions in analytics and business intelligence. They often seek professionals skilled in Power BI for their data-related projects. Accenture: As a global consulting and professional services firm, Accenture often has job openings for data analysts and business intelligence specialists with Power BI proficiency.

	Deloitte: Deloitte, a multinational professional services firm, looks for professionals skilled in Power BI to enhance their data analysis and visualization capabilities. PwC (PricewaterhouseCoopers): PwC, another leading professional services firm, frequently hires individuals with expertise in Power BI for roles related to data analytics and business intelligence. Capgemini: Capgemini, a multinational corporation that provides consulting, technology, and outsourcing services, often seeks professionals with Power BI skills for their data-related projects. Cognizant: Cognizant, a multinational technology company, regularly hires individuals with Power BI expertise for roles in data analytics and business intelligence. Tableau (now part of Salesforce): While not Microsoft Power BI, Tableau, a leading data visualization tool (now part of Salesforce), may also have job opportunities for professionals in the same domain. Financial Institutions: Banks, insurance companies, and financial institutions often seek professionals with Power BI skills to analyze and visualize financial data.
Job Opportunities	Job opportunities for individuals with Microsoft Power BI skills were abundant, and this trend is likely to continue. Power BI has become a crucial tool in the field of data analysis and business intelligence, and professionals with expertise in this tool are sought after across various industries. Here are some common job opportunities for individuals skilled in Microsoft Power BI: **Data Analyst:** Responsibilities include analyzing and interpreting complex data sets, creating visualizations, and providing actionable insights using Power BI. Business Intelligence Analyst: Involves developing and implementing business intelligence solutions, creating dashboards, and using Power BI to support decision-making processes. **Data Scientist:** Data scientists may use Power BI for data visualization and analysis, especially when working on projects that require communicating insights to non-technical stakeholders. **Business Analyst:** Business analysts leverage Power BI to analyze business processes, identify areas for improvement, and present data-driven recommendations. **Data Engineer:** Data engineers may use Power BI to create interactive dashboards and reports, providing stakeholders with insights into data trends and patterns. Financial Analyst: Professionals in finance use Power BI to analyze financial data, create budgeting and forecasting reports, and support strategic

	financial decision-making. **IT Consultant:** IT consultants may utilize Power BI to assist clients in optimizing their data analysis and reporting capabilities, providing solutions tailored to their business needs. **Operations Analyst:** Involves using Power BI to analyze operational data, identify inefficiencies, and suggest improvements to streamline processes. **Supply Chain Analyst:** Professionals in supply chain management use Power BI to analyze and visualize data related to inventory, logistics, and supply chain processes. **Healthcare Analyst:** In the healthcare sector, analysts use Power BI to analyze patient data, track healthcare outcomes, and improve overall data-driven decision-making.
No of Students	25
Learning Place	Classroom / Lab
Instructional Resources	1. Study guide for Exam PL-300: Microsoft Power BI Data Analyst | Microsoft Learn 2. Choose from self-paced learning paths and modules or take an instructor-led course 3. Power BI documentation Microsoft Power Apps documentation 4. Microsoft Q&A | Microsoft Docs 5. Power Apps - Power Platform Community Power Query - Power Platform Community Building Power Apps - Power Platform Community 6. Microsoft Learn - Microsoft Tech Community 7. Exam Readiness Zone | Microsoft Learn 8. #LessCodeMorePower | Shows 9. Browse other Microsoft Learn shows

MODULES

Scheduled Weeks	Module Title	Days	Hours	Learning Units	Home Assignment
Week 1	**Prepare the data**	**Day 1**	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Introduction and Connecting to Data Sources** • Introduction to data preparation in Power BI. • Overview of common data sources. • Identifying and connecting to a data source. • Changing data source settings (credentials, privacy levels, and locations). • Selecting a shared semantic model or creating a local data model. • Choosing between DirectQuery, Import, and Dual mode.	• **Task 1** *Details may be seen at Annexure-I*
		Day 2	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Parameter Handling and Data Evaluation** • Changing the value in a parameter. • Handling parameters in Power BI. • Evaluating data, including data statistics and column properties. • Identifying	

				inconsistencies, unexpected or null values, and data quality issues.	
		Day 3	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	Day 3: Resolving Data Import Issues and Transformation Basics • • Resolving data import errors. • Overview of common import issues and troubleshooting. • Afternoon Session: • Selecting appropriate column data types. • Creating and transforming columns in Power BI.	
		Day 4	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Advanced Data Transformation Techniques** • • Transforming a query using Power Query. • Designing a star schema with facts and dimensions. • Afternoon Session: • Identifying when to use reference or duplicate queries and understanding the resulting impact. • Merging and appending queries in Power	

				BI.	
		Day 5	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Relationships and Data Loading Configuration** • Identifying and creating appropriate keys for relationships. • Configuring data loading options for queries. • Afternoon Session: • Recap of the week's topics. • Hands-on exercises and practical application of learned concepts.	
Week 2	**Model the data**	**Day 1**	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Introduction to Data Modeling** • Configure table and column properties • Implement role-playing dimensions • Define relationship's cardinality and cross-filter direction	• **Task 2** *Details may be seen at Annexure-I*
		Day 2	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Common Date Table and Security** • Create a common date table • Implement row-level security roles	

		Day 3	**Hour 1**	**DAX Fundamentals** • Create single aggregation measures • Use CALCULATE to manipulate filters • Implement time intelligence measures • Identify implicit measures and replace with explicit measures • Create calculated tables	
			Hour 2		
			Hour 3		
			Hour 4		
		Day 4	**Hour 1**	**Advanced DAX Techniques** • Use basic statistical functions • Create semi-additive measures • Create measures with quick measures	
			Hour 2		
			Hour 3		
			Hour 4		
		Day 5	**Hour 1-4**	**Model Performance Optimization** • Improve performance by identifying and removing unnecessary rows and columns • Identify poorly performing measures, relationships, and visuals using Performance Analyzer • Improve performance by	

				choosing optimal data types • Summarize data for efficient querying	
Week 3	**Visualize and analyze the data**	**Day 1**	**Hour 1**	**Creating Reports and Basic Visualization Techniques** • Identify and implement appropriate visualizations. • Format and configure visualizations. • Use a custom visual. • Apply and customize a theme. • Configure conditional formatting.	• **Task 3** *Details may be seen at Annexure-I*
			Hour 2		
			Hour 3		
			Hour 4		
		Day 2	**Hour 1**	**Report Page Configuration and Advanced Visualization** • Apply slicing and filtering. • Configure the report page. • Use the Analyze in Excel feature. • Choose when to use a paginated report.	
			Hour 2		
			Hour 3		
			Hour 4		
		Day 3	**Hour 1**	Enhancing Usability and Storytelling • Configure bookmarks. • Create custom tooltips. • Edit and configure interactions between visuals. • Configure navigation for a report.	
			Hour 2		
			Hour 3		
			Hour 4		
		Day 4	**Hour 1**	**Advanced Reporting Techniques**	

			Hour 2 **Hour 3** **Hour 4**	• Apply sorting. • Configure sync slicers. • Group and layer visuals using the Selection pane. • Drill down into data using interactive visuals.	
		Day 5	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Identifying Patterns and Trends** • Use the Analyze feature in Power BI. • Use grouping, binning, and clustering. • Incorporate the Q&A feature in a report. • Use AI visuals. • Use reference lines, error bars, and forecasting. • Detect outliers and anomalies. • Create and share scorecards and metrics. • Configure export of report content and perform an export. • Design reports for mobile devices.	
Week 4	**Deploy and maintain items**	**Day 1**	**Hour 1** **Hour 2** **Hour 3** **Hour 4**	**Workspace Management and Dashboards** • Create and configure a workspace. • Assign workspace roles. • Configure and update a workspace app. • Publish, import, or update items in a	• **Task 4** *Details may be seen at Annexure-I*

				workspace. • Create dashboards.	
		Day 2	**Hour 1**	**Distribution Methods and Sensitivity Labels** • Choose a distribution method. • Apply sensitivity labels to workspace content. • Configure subscriptions and data alerts.	
			Hour 2		
			Hour 3		
			Hour 4		
		Day 3	**Hour 1**	**Power BI Content Management** • Promote or certify Power BI content. • Manage global options for files.	
			Hour 2		
			Hour 3		
			Hour 4		
		Day 4	**Hour 1**	**Semantic Model Management - Part 1** • Identify when a gateway is required. • Configure a semantic model scheduled refresh. **Semantic Model Management - Part 2** • Configure row-level security group membership. • Provide access to semantic models.	
			Hour 2		
			Hour 3		
			Hour 4		

		Day 5	**Hour 1**	• Revision	
			Hour 2		
			Hour 3		
			Hour 4		

Tasks for Microsoft Power BI Data Analyst

Task No.	Task	Description	Week
1.	**Preparing Data**	1. Install Power BI Desktop and connect to a sample dataset (e.g., CSV, Excel). 2. Explore the Power Query editor to clean and transform the data. 3. Design a simple data model with multiple tables and relationships. 4. Create basic DAX measures such as total sales and average order quantity. 5. Connect to a real-world database source and perform ETL using Power Query. 6. Optimize a Power BI report by identifying and resolving data import errors. 7. Collaboratively work on a Power BI project with a teammate, sharing and merging queries. 8. Deploy a Power BI report to the Power BI service and configure sharing settings. 9. Optimize a Power BI report by improving performance through query optimization. 10. Document a Power BI project, including data source documentation and report specifications.	**Week 1**
2.	**Apply Modeling Data**	1. Configure table and column properties for a given dataset. 2. Create a Power BI report with role-playing dimensions. 3. Generate a common date table and integrate it into a data model. 4. Implement row-level security for sensitive data. 5. Create a DAX measure for year-over-year sales growth. 6. Implement time intelligence measures like year-to-date sales. 7. Use basic statistical functions in DAX for a set of data. 8. Merge and append queries to create a consolidated dataset. 9. Improve model performance by removing unnecessary columns. 10. Choose optimal data types for columns and summarize data for efficiency.	**Week 2**

3.	**Visualizing and Analyzing Data**	1. Create a report with appropriate visualizations and formatting. 2. Experiment with custom visuals and apply a theme to the report. 3. Analyze data in Excel and integrate the insights into a Power BI report. 4. Decide when to use a paginated report and create one. 5. Configure bookmarks to create a narrative in a Power BI report. 6. Create custom tooltips for key data points. 7. Configure sync slicers for visuals in a report. 8. Group and layer visuals using the Selection pane. 9. Use the Analyze feature to identify patterns in a dataset. 10. Create an AI visual and incorporate it into a report.	**Week 3**
4.	**Deploy and Maintain Items**	1. Create a new workspace, assign roles, and configure the workspace app. 2. Publish, import, or update items within the workspace. 3. Choose a distribution method for a specific report and implement it. 4. Apply sensitivity labels to content in a workspace. 5. Certify a Power BI report and manage global file options. 6. Create and configure subscriptions and data alerts. 7. Identify the need for a gateway and set it up. 8. Configure scheduled refresh for a semantic model. 9. Implement row-level security based on group membership. 10. Provide access to semantic models for relevant stakeholders.	**Week 4**

Annexure-II:

Motivational Lectures
Microsoft Power BI (Certification)

2.0 Unlock the Power of Charts in Power BI Tutorials for Beginners by Pavan Lalwani
https://youtu.be/t34XA0ckLLA?si=gVAlNTS_ug8fiEZO

Power BI Full Course in 8 Hours | Power BI Tutorial for Beginners | @PavanLalwani
https://youtu.be/UXhGRVTndQA?si=z95XPD9LRo09MJc8

Case Study on "Common Customers" | Power BI Interview | Must Watch
https://youtu.be/8fGE2qUmsXc?si=rM1myARBq6YgZ5Jz

Annexure-IV:

Workplace/Institute Ethics Guide

Work ethic is a standard of conduct and values for job performance. The modern definition of what constitutes good work ethics often varies. Different businesses have different expectations. Work ethic is a belief that hard work and diligence have a moral benefit and an inherent ability, virtue, or value to strengthen character and individual abilities. It is a set of values-centered on the importance of work and manifested by determination or desire to work hard.

The following ten work ethics are defined as essential for student success:

1. **Attendance:**
   Be at work every day possible, plan your absences don't abuse leave time. Be punctual every day.
2. **Character:**
   Honesty is the single most important factor having a direct bearing on the final success of an individual, corporation, or product. Complete assigned tasks correctly and promptly. Look to improve your skills.
3. **Team Work:**
   The ability to get along with others including those you don't necessarily like. The ability to carry your weight and help others who are struggling. Recognize when to speak up with an idea and when to compromise by blend ideas together.
4. **Appearance:**
   Dress for success set your best foot forward, personal hygiene, good manner, remember that the first impression of who you are can last a lifetime
5. **Attitude:**
   Listen to suggestions and be positive, accept responsibility. If you make a mistake, admit it. Values workplace safety rules and precautions for personal and co-worker safety. Avoids unnecessary risks. Willing to learn new processes, systems, and procedures in light of changing responsibilities.
6. **Productivity:**
   Do the work correctly, quality and timelines are prized. Get along with fellows, cooperation is the key to productivity. Help out whenever asked, do extra without being asked. Take pride in your work, do things the best you know-how. Eagerly focuses energy on accomplishing tasks, also referred to as demonstrating ownership. Takes pride in work.

7. **Organizational Skills:**

   Make an effort to improve, learn ways to better yourself. Time management; utilize time and resources to get the most out of both. Take an appropriate approach to social interactions at work. Maintains focus on work responsibilities.

8. **Communication:**

   Written communication, being able to correctly write reports and memos. Verbal communications, being able to communicate one on one or to a group.

9. **Cooperation:**

   Follow institute rules and regulations, learn and follow expectations. Get along with fellows, cooperation is the key to productivity. Able to welcome and adapt to changing work situations and the application of new or different skills.

10. **Respect:**

    Work hard, work to the best of your ability. Carry out orders, do what's asked the first time. Show respect, accept, and acknowledge an individual's talents and knowledge. Respects diversity in the workplace, including showing due respect for different perspectives, opinions, and suggestions.